

QUESTION 6

**To be able to take greater care and control of your health, what would you need? What could services do differently?**

To be able to take greater care and control of your health, what would you need? What could services do differently?

Having a doctor who knows my illness

Health promotion nurses - not band 2 or 3 support staff- real investment

Easier access to GP

Periodic health and wellbeing mot with gp or nurse practitioner

Actually have appointments

Have a GP!!!!!!

Exercise, walking gym swim healthy food support to live independently

keep me updated on any improvements

Talk to each other...I'm sure this would save a lot of money and hassle in the long run!!!!

Not sure, more local ones, mental health nurses at the GP surgery??

More local provision

QUESTION 6


would like to see same doctor every time I visit Hospitals to build a relationship
listen to what they are told and act appropriately Try to make sure people have reasonable access when needed and not be weeks waiting for appointments
more available support in the place where i live
better support available
Getting treatment when I need it in a place that is easy to get to if I am ill. To be happy and part of the community. To have friends
to be able to get service when i need them where i live
Mental Health advice e.g. open discussions with gp and specialist with shorter waiting list, advice for managing it alongside work

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To know exactly what support is available
I have self choice. I dont appreciate services trying to interfere. I also do not use services unless I really have to.
Sugar tax. Less take aways opening in Doncaster. Charge people for GP services even those on pensions and benefits even a small amount to stop services being abused.
Simplify repeat prescriptions I forget my tablets because it's a nightmare getting repeats this then causes my RA to flare up and I'm poorly I should just be able to collect it every 4 weeks without having to renew it. I'm on medication fir life.
educate patients and staff to integrate services and opportunities to talk as for example gp has twenty minutes and one issue , its hard to get positive response as it is only one issue per appointment. perhaps a drop in session or event to detail patient concerns and support.
There would be more money available to the nhs if there were less managers, every fee years a new structure is introduced and more managers are employed but half of them have no clinical/medical training and have no idea what they are talking about. It is a mad situation when a manager can tell a consultant or surgeon what they can and cannot do even making clinical and medical decisions with no knowledge whatsoever. Stop selling off parts of the nhs a little at a time hoping no one notices.
Be more accessible and less judgemental. Offer solutions rather than reaffirming the issues
Support me to reflect on my health. Bike lanes away from traffic. Working in the NHS i feel manager should have to produce a plan to improve personalised care. Front line staff have ideas to improve services but ideas are blocked regularly.
Access to health care professionals by phone/email to avoid unnecessary appts. Lobbying at government level to reduce processed food. High quality low cost food. Clean air, lower emissions.
Communicate with each other and me.

QUESTION 6

Cannot access social care due to the dragging out of the complaint process. Social care approved but Financial Assessment disputed all disability related expenses. Local community do not support people with severe ME. Most people have no concept of severe ME. Parents still do not understand severe ME. Need care where my needs come first - above the presumed standard of care (upbeat bustling around - I'm acutely noise sensitive). My mental health needs aren't met because I have a complaint against psychology who seem not to know what to do with Dissociative Disorders and whose head of service does not practice ethically as one of my former abusers

Improved access to specialist services

Free Access to sports, recreation and other facilities

Timely appointments with GP Information to enable me to access relevant services. Staff trained in providing information and helping fill forms in to enable me to access services. Everything online so this is preventing a lot of people accessing help and made to feel like second class citizens because they do not have the knowledge or equipment to do it

Coordinate across specialities

The NHS needs to promote more self care options and provide us with the info to self care.

Easier/quicker access to local GP

Be more available to the needs of an individual not a statistic.

At this moment nothing

Smoking services Support groups

First step is more time with the doctor because at the moment this seems to be the first access point for help.

cheaper and wider range of sport activities

be more approachable you shouldnt wait weeks or months before you can see someone to get help

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stop going through call centres
Easier access to services such as online bookable appointments for nurses as well as doctors, telephone consultations or Skype consultations
Integrated care/welfare, cradle to grave. This would be greatly assisted by a focus towards a generous spirited socially just community orientated society, encouraging all to contribute their best, rather than seek best advantage to be extracted in the interests of self. I see great advantage in the concept of networked community support hubs embracing, healthcare, welfare, social, cultural, financial security, community order and perhaps, at arms length, police. [I accept this is probably broader than your current brief!]
GPs don't work in partnership, I feel they are symptom focused and not holistic. Gone are the days when they take a 'history' I find they only write down what you tell them. Many GPs can't hide their frustrations when you go to see them to discuss your health and not what symptoms you might have that could be killing you. My GP practice which is large, just want to write a prescription for pills as the answer to anything. I have never had one of them ask me if I'm ok, or how I'm doing. It is as if they don't really care, with the exception of one.
More resources should be allocated to the local community health screening workshops and health events which can enable people from the local community to have better awareness, better understanding and better management to their own health. These local community events are usually more friendly and less intimidate for the local people as they already know each other and the events staffs always have better understanding to their cultural needs and better language support to them . On the other hand the health service providers can have better picture to understand the community needs, so they can get better connection to the local people in order to provide effective services to them.
No comment
No comment
Shorter waiting time (within 48 hours) to get a GP appointment is very crucial to the acute illnesses, in order to avoid prolonged health related issues and fatal complications.
UK is multicultural, therefore, community language support plays a crucial role to the non-English speakers. Without the language support and the help of the bilingual community worker, the self- care, health management and prevention definitely become stand still.
No comment

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Simple information. Subsidised or incentivised health initiatives, for example people who loose some weight or quit could be given health vouchers to get free fruit?
No comment
Good quality follow-up services to ensure patient has a progressive recovery
I am a non-English speaker and I need good language support to access GP or medical appointment. The most ideal will be more bilingual medical and mental health professionals to be employed by NHS and to provide care and services to the non-English speaking patients.
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Diet advice and healthy life style can promote healthy mind and body, which local community group must involving in this long term plan, as they can help to engage and to raise the awareness to the hard-to-reach people. The local community group play a very important role to provide language support to the non-English speaker to access the above services.
I would like my to be able to understand my health problems and be given all the information so I can make own decisions.
No comment
No comment
Sheffield could organise things on a much more local basis. Communities could be clearly identified and we could understand which community we were part of and what its resources were. We could have clear rights and information and we could hold local services accountable and could exercise greater local responsibility.

QUESTION 6

provide more free activities in sport centres
Unsure
regular health check is needed
interpreting services are needed to improve communication with doctors during treatment.
interpreting service is very helpful for the patients to communicate with the doctors during treatment.
not applicable, whilst i continue to have recurring issues with my mental health, i already receive the necessary support i require because i remain under the care of Barnsley community mental health services .
GP's more accessible
Nothing
GP's should have the right to refer directly for specialist tests such as MRI without having to refer you to a consultant first. They should also be able to send you for any sort of blood test without referral to A&E or a consultant. Consultants themselves need to be more thorough- and not fob you off if at first they don't identify what the diagnosis is.
cheaper public transport both bus and trains
NHS medical professionals should initiative cooperation with voluntary sectors, such as local ethnic minority community centre to offer services to local people, because it can save money to meet the local people's cultural and language needs
No comment

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Support to non-English speakers to access the support and services to be able to take greater care and control of their health
Easy accessible GP appointments; waiting time to get appointment should be improved.
More staff to not just be flippant regarding mental health .. and although someone seems to be okay.. and stop using their position to help people build thier ego or social status ..
regular yearly health checks are essential. earlier age group may applied
more financial support are needed
not sure
Work in collaboration nearer to home workplace to reduce repetition of appointments for annual checks of people with long-term conditions that are jointly managed in primary and secondary care.
Local community can work in partnership with the GP surgeries to help the local people to have better understanding of health management and prevention
A health plan to control diet might help
get support to stay healthy
more language support
My family and friends play an important role to help and support me to manage health issues. It will be better if they have the knowledge and skills to support me. The main health service provider should offer support to enable my family and friends to have better knowledge and skills
none
24/7 access to health care services without waiting time.
bring back district nurses
regular health check could prevent serious illnesses. good eating habit advice can be given at schools and communities .

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<p>My community can support me to live my life the way I want. The Sheffield Chinese Community Centre offer me bilingual support to obtain health information, to communicate with the medical professionals. The community enable me to manage my own health.</p>
<p>I can get good advice on events</p>
<p>My family and friends have the knowledge and skills to support me is very important to the society as it can help to save a lot of health care cost. Voluntary sectors usually run loads of health workshop to enable the community learn the skills and upgrade the knowledge of health management</p>
<p>The above services should provide language support and work together with the ethnic minority voluntary sector to meet the non-English speaker's cultural needs and help them to tackle language barrier.</p>
<p>Offer more language support, and culturally sensitive services and support.</p>
<p>More help with interpreting for doctors and hospital. Help with understanding my health conditions in my language.</p>
<p>Family friendly physical activity sessions; fun for all. Increased accessibility to GP's/health practitioners; greater appointment availability including 1:1, telephone or video call.</p>
<p>No comment</p>
<p>more information regarding treatment options that are detailed in what the treatment entails</p>
<p>Easy accessible to GP appointment; waiting time of GP appointment should be improved to enable patient can be seen within 48 hours.</p>

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more information from doctors
No comment
easier access to GP/nurse perhaps more use of telephone for minor issues
better appointment system and GP's
better GP appointment system
help the people who really need it not just the people who dont like the homeless
Time is of the essence, it is very important to have proper treatment for the diseases within certain hours; otherwise there will be a development of long term problems. To have a easy access to get GP appointments will have a huge impact on effective treatments.
More face to face help

QUESTION 6

Being able to stay and keep physically fit by using sporting facilities that are not too expensive
I will need the above all. The services will be perfect if they can provide bilingual / language support for non-English speaker, otherwise services are here but useless to us
I will need the all of the above in which can help me to manage my health. I will need language support to help me a better understanding of the supports and services
I like to work in partnership with my GP and other health professional to get the care that is right for me. Especially they can provide adequate time for me to discuss my care plan and to enable me how to manage my medical conditions
My family and friends have the knowledge and skills to support me as that can be more effective and committed
I can obtain health advise and the community support me to live and stay healthy
No comment
City wide care alarm service
No comment
No comment
I can be supported by my local community centre to understand how to get a healthy lifestyle; how to prevent avoidable diseases and how to manage the health conditions for my family and for myself. Because the community centre have resources to support me to access the health information and the health service provider even though I have language barrier because I am a non-English speaker.
I can get support to stay healthy, such as healthy eating from qualified dietitians. I hope NHS can produce more health education videos with choices of community languages to support people to manage their health conditions and to prevent diseases developing.
I will need all of the above. I hope the local community centre can take the vital part to work together with the health professionals to support people to well-manage their health conditions and diseases prevention. Because the local community centres have a very good understanding in peoples cultural needs and always offer very good support to the non-English speakers to access the appropriate health and care services.

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It is very important to have a quick and easy access to primary health care especially for acute illnesses. Because acute illnesses sometime are difficult to predict even though people have good management and control of their health.

Better access to services and transport to services

Need easier access to these services as you dont know they are available.

Easier access

I would need a bilingual person who is well educated in these health issues and conditions to help me to access the services fully.

No comment

Easy access to supporting informations and service providers.

No comment

No comment

Regular updates of healthy life styles and workshops would be great helps to all of us.

we need an interpreter to clarify issues

QUESTION 6

ensure that I have an interpreter there when I need one, it is so important that messages are clear
No comment
hope waiting time for seeing doctors will be shorten
I need everything doctor, hospital, health professional and I have got to have an interpreter for my language.
I need GP and staff to know what BSL means - need to know how to book appointments for me to come and see my GP
I need the GP to understand my illness and mental state, I want to see the same doctor all the time with the same BSL Interpreter
To understand what I need to do and why. Allied health professions are good at focussing on this, eg occupational therapists and dietitians
Need more accessible e.g BSL Interpreter for GP/All professional Health service
offer more physical activities, improve health condition from exercise. Weight control
we need more is to have an interpreter (BSL) to make sure to be clear SO IMPORTANT

QUESTION 6

I need a GP to understand my illnesses and mental state which isn't talked about as the doctors is either full or unavailable so an alternative doctor is given, no consistency makes me feel worse
Good and affordable public transport Easily accessible treatment Timely treatment Access to affordable healthy food and exercise facilities A society where I feel safe
I have an aneurysm which is monitored with a ct scan every 2 years... I'd like yearly scans and I wa t the results within a few days instead of waitng 3 weeks and then have to chase results on daily basis until I get them.
To use the support service from the community centre to access the GP appointment as soon as possible and be able to communicate and work together with the health professional with the help of the community centre
Community centre provides health talks and health events; advocacy and interpretation services; English classes. These are the supports to empower people to take greater care and control of their health with a good understanding by using their own community languages.
Exercise classes and community healthy walking
My community can support me to live my life the way I want, in which empower me to reach my health goal, i.e. my family and I have better physical and metal health to cope with the daily life and to live longer and happier.
More local community health workshop, events and activities can meet the health and cultural needs. More isolated non - English speaker can benefit from these services and be able to know how to take greater care and control of our health.
Easy access to the services to help me to take greater care and control of my health, which must nearby where I live. Transportation cost can be saved and accessibility barrier reduced.
The local councils should allocate sustainable funding to the local community centre to take care and look after their local people.
I will need interpretation services to facilitate the communication with the medical professionals, in which to enable me to have a clear picture what health issues I have and how I can manage it.

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Good communication with medical professionals is very important. The sustainable of the interpretation services is essential to the non-English speakers, as the service can help them to understand and manage their health issues; also to help to promote the efficiency of the medical professionals and to promote the accuracy of the treatments.

Good communication with medical professionals. The sustainable interpretation services is a major needs for non-English speakers.

Good communication with medical professionals is very important. Good communication can reduce appointment time; promote efficiency and accuracy for diagnoses. NHS should improve the interpretation services and technology for non-English speakers.

Cheaper access to exercise classes and affordable gym membership for all

Access to holistic therapies, more information and support about loving healthily. Better information about diet and exercise. Lower pollution, governments taking climate change seriously.

Follow up what they said they would do. The support from the GP to the consultants have let me down. So this must be wide spread. I need health care now.

Unsure

Easier access to GP services. Online , e mail etc.

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More free information and a type of buddy system, people with the same health conditions, to be a goto, for advice and help.
i wolud need to be able to have all information so i can make the right choices. services could have more time for the people that need it
Communicate better with each other join up the dots. Make sure the left hand knows what the right hand is doing to coin the phrase.Look at the whole picture not just parts of it as it may be the small crack is the catalist for the building collapsing .
Support me at work
Services like weights management that you don't have to wait months for an appointment for, then the appointments are only in work time. More people around the same age with same problems having joint sessions in the community.
GP appointments within a couple of days not weeks. Open evenings as well
video call appointments
Waiting times for secondary care in some areas are an outrageously long time ,these need to be cutdown
No comment
No comment
No comment
If NHS can offer free ultrasound scan for every age 45 and above women, those women can be more clear about their health conditions.

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I can be offered advices to keep myself healthy and how to maintain a healthy lifestyle
If I can work in partnership with my GP/other health professional, I will have confidence and positive attitude to get the care that is right for me.
Working in real partnership with people using services - that means listening to what people say, how they would like to be treated, and what works best for them. Being told and lectured to about how to live their lives, and what they should do, is not the best way to change lives - there are always reasons why people find change hard, and they are usually valid and real reasons. Professionals often forget that and think they know best. They don't. And at the very worst it is patronising and fosters powerlessness and dependence.
I hope NHS can employ more GP to Improved access service for additional GP appointments; GP access, offering more appointments at times convenient for all patients. Out of hours care are available If people need health help out of service hours, patients can access GP urgent care.
For health professionals to LISTEN ...rather than sometimes jump to thinking they 'know' .. this wastes their time and money and adds to stress.
To reduce prescription cost for patient; To employ more medical professionals (GP and nurses) who are able to speak our community language.
I need my community centre to support me to live the way I want as they offer support for me to manage my health needs and health issues. The community centre enable me to have a positive attitude to deal with my daily tasks and I have a better vision to see myself to live longer and happier. Family and friends needs better health management knowledge and skills to help each others.
not sure, flexibility of appointment times vital
A day at hospital for all check no six different day
Better communication must be needed, especially effective interpretation support for non- English speakers. So that patient and medical staff can have better understanding to each, which can help to offer effective care services to patient and patient is able to manage their health conditions.
Need interpretation when going to GP.
There should be more funding made available to the Chinese Community Centre to help their members to stay healthy.
More community support. More resources. Pay more attention to elderly.
No comment.

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A better understanding and communication skills would be useful for improving a general health in daily life. Attitude is also particularly important for patient to get better care. e.g. being patient.
Improve education and communication.
Access to services should be made easier & shorter waiting times
Cheaper access to a gym and maybe some advice on specific exercise to improve specific health problems
Provide health plans. I. E diet sheets
less waiting times for mental health support
need more support services and activities for fibromyalgia and rheumatoid arthritis eg. light exercise such as thai chi none available in doncaster, more health advisers for support
More easy to get doctor appointments!!!!
Nothing,apart from better access to GPs and primary care.As a diabetic t2 I already know what I need to do+what i'm doing wrong.A good booklet dealing with whatever long term problem with lots of info could be given on diagnosis and face to face consultation with GP or prac nse to ensure understanding of situation+what needs to be done.Setting of achievable targets
Greater support and understanding ofrom my mental health condition and how it affects my physical health. I receive regular testing for diabetes in the form of blood tests plus regular reviews but my mental health is only discussed if my blood results are off kilter. My mental health is my biggest issue and is the cause of my physical health problems, yet it isn't treated in that way
More focus on local need rather than spending local money on services not in Barnsley

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Direct access to the service I need ie slimming world
more available appointments
MATERNITY SERVICES CONTRADICTION OF ADVICE
People need to accept personal responsibility and will only change their lifestyles if it hurts their pockets or had a scare !!
easier access to see the doctor
partnership work with other services, more staff e.g 101 service advanced nurse practitioner
bring back home helps

QUESTION 6

be polite to patients
the time and money to be put back in
unless you visit a doctor regularly ,services are often not known about especially for moral support
?
getting in touch ( face to face) contact with public health nurses
Tell patients about walking/running clubs in their area. Leaflets about healthy eating alternatives to ready meals and takeaways
Being able to get a GP appt when I need one & see the same doc each time. Better support for my leukaemia, I think I should be seen at the Chatsfield suite. Not the haematology out patients dept. I know I miss out on support and feeling part of the DRI cancer community because of this. It's unfair & discriminatory.
much easier and quicker access to G.p appointments . i would want to continue to have a direct access to a gp rather than online or over the phone consultation.
Make service quicker
Not sure
Clear information on healthy eating. Some say cut sugars, cut fats , cut alcohol. We need clear guidelines.
More time to listen to patients
more information on how we can help ourselves
talk to each other and have the same records available if I go to my gp or the hospital instead of repeating myself each time

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More money! - every thing is getting more expensive especially food!
more information from my doctors on how to take care of myself diet, exercise etc
to be accessable, 3 weeks for a GP appointment is rubbish when you feel ill and the nurses cant always get you the right treatment so you still have to wait to see a doctor
.
Free food, water and shelter
Allow other people to help with mental health referrals when the patient is unable to do it themselves - self referral isn't always a viable option. Additionally stop attributing new ailments to existing conditions without investigating them first it is detrimental to the physical and mental health of the patient
Better opening hours
I don't want NHS privatisation.
Easier access to GP's and my Pharmacy to be able to order my repeat prescription as it was before so it is ready for me to collect. Neurologist appointments are so far behind I cannot access a consultant I have to liaise with the Adult Epilepsy nurses
Better public transport. The bus has been removed from my estate which is a bungalow estate and has mostly disabled and elderly people living on this has severely isolated a lot of people
not sure my gp surgery does a lot at the minute, you can get an appointment most days - sometimes with a nurse, but thats ok, they have the chemist next to them who also deliver, they do healthchecks, blood test and minor surgery all in the same building
Offer "one to one" support
to support me better when I start to become ill. If they help me when I ask I may not become as ill as I do.

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Dont know
You don't know whats missing until you try to use a service so hard to answer
Know what services are offered by the NHS instead of having to pay for gym, slimming club, smoking patches etc
If everyone talks to each other it all runs fine
more doctors and nurses so you can get appointments
To help people earlier
A decent income so that my diet is achievable. A decent place to live, damp free and which doesn't cost over half my income. Decent transport which is either free to use or very cheap. We need to take the internal market and out-sourcing from the NHS and return it to being a SERVICE!
Offer "one to one" support
be more proactive instead of reactive

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Medical services to look after me when I am ill, not my family and friends
Free service similar to a slimming club but more focussed on healthy eating as a lifestyle change with weekly / monthly support. From what I have seen available at the moment there a courses for limited number of weeks. Also reduced gym membership - I work but gym membership is still too expensive. But I have a lot of weight to lose and I am sure these alternatives must be cheaper than surgery options. And not everyone wants to have surgery .
Having a befriender. They are hard to find especially because I am housebound some days and I am under 50 years old
Easier access to support services, e.g. online help when a little item is causing me some concern but I don't think it needs a face to face meeting with a doctor (or other health professional) to answer
Interduce new activities, workshops, boosters.....etc
groups session - such a physio, hydro etc more community workers who have the knowledge of specific conditions and support links within communities funding into the local community to allow patients to access community support
I feel like there is a wealth of advice and help out there - and I find it quite easy to access - issues for me are personal ones - how can I find the time to exercise? Can I resist that glass of wine? etc....

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I am a carer for my son who has considerable Mental Health problems (for over 17 years). It would help myself and my son for the Community Psychiatric Nurse to see him at least one per fortnight (not once every 3 weeks as is presently the routine sad to say). Also for CPN to return calls stated as URGENT by my son that same day. The last time this occurred it was 5 days later the CPN returned my son's URGENT message! This is not good enough!!!

Arrange of facilities at home ,

Appointments in a reasonable timeframe, not waiting 12 weeks which is the norm.

More listening

Most carers and people who manage their own health and wellbeing knows best the kind of care, support and treatment that has worked for them. Health and social care systems and services must learn the SKILLS to empower them to be in the driver's seat.

listen to the patient about how they can be supported. give them a chance to come up with ideas around their own health, rather than saying you need to stop smoking etc.

Easier access to my GP

Doctor's surgery to provide more available time for patient to see the doctor an early intervention is very crucial.

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sometimes it's difficult to get an appointment at my GP surgery

we should all be taking care of our services better n support and information would be a good idea to do this

more help to stop drinking

more online advice, online is a big part of our society ,so more accurate support could be given

A free gym membership for myself and my carer would be the best thing for me. I have to do daily physio that can't be accomplished simply by walking or using resistance bands. It needs a gym and getting out of the house to go to a place I know I'm safe and my carer knows I'm safe is of huge psychological, physical and emotional benefit to myself, my carer and people like us.

Need access to my own (i.e regular) GP. Not to have access prevented by being offered a less qualified health practitioner where is not appropriate.

Communication is a big problem. Ensuring better communication between the various people involved in my care would help. It would also be a huge help if doctors believed that I knew my medical history and didn't question things just because they didn't have a copy of something in their notes eg results from a completely different hospital. In other words it would be good to feel that hospital doctors trusted me and didn't treat me like an idiot. They seem incapable, for the most part, of approaching me as a human being who may actually be quite clever and knowledgeable. I feel that patients like myself with chronic and/or complicated conditions who know their bodies and conditions very well should be listened to more - at the moment it's as though the minute I go to hospital I am treated just like everyone else when I can save time by telling the doctor what treatments work, don't work etc. More beds would be massively helpful so that I don't have to have surgery cancelled when I am in a theatre gown and all ready to go to theatre. Better organisation so that I don't have to go to pre-assessment 4 times before one operation. More domiciliary visits so that my husband doesn't have to keep using up annual leave for every appointment of mine. Finally, it's great having a fantastic named GP for continuity of care, but it would be better still if I could get an appointment sooner than a month away.

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More confidence that the local NHS services said (on-line) to be available are actually there, well resourced, well managed and effective. Easier access to counselling (and not just CBT) for the long-term problems I have with low self-esteem, social phobia and depression. I tried IAPT 3-4 years ago and couldn't get what I needed. Being able to talk to health and social professionals about someone I know and care about who's long-term problems with anxieties about ME, allergies, EMS and other issues have ruined her life. Not helped by refusal of PIP following what I consider to be an unfair assessment. An annual check-up with a GP to discuss my state of health and the best way forward. Easier access to sports health advice and more and better sports facilities, particularly gyms and swimming.

Have appointments available to family to explain mental health issues and conditions so they can understand my struggles better.

I am fully knowledgeable I do not need healthcare support to stay healthy

More up to date diabetes blood glucose monitoring devices. Also, more education refresher courses.

Better opportunities to improve my health and well-being in my community. Better facilities.

CBT on offer in surgeries

Quicker response for appointments from GPs and specialists

Be available more quickly

Reduce waiting time for doctors appointments initially, why does it take 10 days- 2 weeks to get an appointment?

Quicker response to mental health services when people are in crisis and out of hours for people that work for gp services

Better gp

To be able to get a GP appointment when needed. The surgery where I live is too small for the amount of people who live here.

Be able to get a gp appointment when you need one so problems don't escalate and you recover more quickly

I feel very supported with my health at the moment

They could diagnose correctly

QUESTION 6

As I am 68 I feel that I no longer count in terms of the NHS, I do my best to eat a healthy diet, I have eaten a Mediterranean style diet for the last 25 years, I exercise daily, have never smoked but do not feel I am important to the NHS or GP's.

Timely medical appointments

better access to health professionals not necessarily a GP

GPs and community understanding autism and the problems it causes

Easier access to GP. Cancer specialist treating the whole person not just the cancer in isolation

Better mental health support

All services need to be connected

Talk to one another and make sure diagnosis and appointments are quicker! People worry

Better support with people with arthritis ,

Have yearly check ups that they arrange (?)

Greater education about lesser understood conditions both physical and mental as well as clearer communication about what services already exist to support people suffering from them and how to access these services.

Have better access to staff who can support me in the community, such as GPs, psychologists, counsellors etc.

Each person who needs support should have a personal plan involving all agencies with whom they are involved so all can work together to achieve success- all areas of life impact on other areas, so just a focus on one area of health would probably not be enough

a better understanding of the service available ,accessible on a timely basis. need to be more aware of health options and how to access information. centers should specialize but within a country ,a wide range of services should be provided do that everyone in country has chance to access specialist excellence

QUESTION 6

currently i have no additional needs to allow me to manage my own health , however things change . i certainly do not agree that my friends and family should have to acquire the skills and knowledge to support me

supply more readily available information in places like community centers but also extend to smaller villages etc

more information offered in regards to the outcome of poor diet etc, lifestyle there is a lot of confusing information.

better hours at GP surgeries to accommodate the variety of hours that people work today and in the future FLEXIBILITY !!!!!

better connections with people , have peoples voices heard and support people to get their voices heard.

Clear signposting to the treatment I need. Fewer options... Just action. If I don't take that course of action, as an adult, that's my choice.

more info and support post natal & antenatal especially with depression . also for doctors to prescribe medication early to prevent and help rather than when it gets too bad and too late .

more personal information

ensure you get honest information when a question is asked

if my wife has a problem the DR will not share it with me , if this i a mental health problem they (the drs) will never know the truth.

accessible public transport ,where i live all public transport has been stopped in favour of more financially beneficial rates. in consequence i now have to get 3 buses whereas i used to be able to just get one. there is then a circuitous route well out of my way to get to clinic or GP or gym

to offer more appointments and support in the community.

Nothing at the moment, I am very happy as things are.

Being more flexible and open rather than rigid and precious.

Take a more peron-centred approach. Health professionals could take more time to explain health conditions and treatments and provide choice instead of just telling you what they are going tot do.

QUESTION 6

Greater accessibility. Remove the private sector
Adult Mental Health
I am not aware of any service directories. I don't know what is available that might be of interest to me
I would like a key worker to talk through all the different options available in managing my chronic pain condition. I am fully functioning and work full time so I feel like I am less able to get support because I look like I'm doing OK. But my pain affects my life a lot and I would like advice on what to do. I am going to the IAPT Living Well with Pain course.
I am quite happy with the good service that I receive from my GP practice on Baslow Road. All patients over 65 years are given an annual health review which includes BP and blood checks to determine if medication for existing conditions should be altered
Respond faster
We need more skilled health care. We need to stop rigid targets and remove politics from the NHS and allow them to do their jobs. More investment needed for the work force which is stretched to breaking point due to years of austerity and an ageing population with a creaking system stretched to capacity
Dietary advice for my family. I consider us a healthy active family, involved in lots of sports and activities. I'm no nutritionist, and would love to learn more about what the kids should be eating and in what quantities and the same for us as parents too.
I would need a service which helps people take control of their own health and guides people what to do to live a healthy lifestyle. The mental health service could improve drastically by supporting people who are struggling a lot more.
Listen more to what the patient is saying and not think you no better
I think being prescribed activities would be really useful, and some support. There's a lot of stuff that I know I need to do - such as getting healthy eating and exercise wise, but having the support would be really good

QUESTION 6

<p>It would be a good idea to have more workshops for people with long-term disabilities and for their friends and family. It would be good to have these types of things on many times during the year for an afternoon for example. It will be good to know which doctor specialising in which fields when making an appointment because certain long-term conditions or not common and doctors who don't have a specific interest in them can only give generic advice</p>
<p>not sure but definately something around mental health</p>
<p>Health advice and GP availability at evenings and weekends</p>
<p>It is very important that patients have access to a doctor, not nurse practitioners! Often have to wait two to three weeks for an appointment with a GP</p>
<p>Grater personalised care for every individual who desires this at any point in their journey. This includes at primary and secondary care and in relation to aftercare. Health and care services increasingly need to be individual or patient focused. Individuals need to have greater understanding of what options are available to them with regards to their journey and pathway and have greater influence over the choices made by clinicians.</p>
<p>Services need to stop wasting resources, and actually perhaps take a look at medical histories.</p>
<p>Better communication between services and clarity over decision making processes e.g. I have been dealing with chronic ankle pain for nearly 2 years - NHS physio felt MRI warranted but had to refer me to orthopaedic consultant in order for this to happen.</p>
<p>Services need to link in with local community initiatives to help prevent people accessing services which require more formal treatment</p>
<p>Not sure</p>
<p>Much better access to GP</p>
<p>More money!</p>
<p>Easier access to GP appointments. ie: bookable appointments for people who work and cannot just drop everything to attend at short notice</p>
<p>A proper doctor that understands English and as been trained in this country. That is in hospitals and GPs</p>

QUESTION 6

Perhaps some kind of group meetings at surgeries that are advertised locally
Environmental concerns require addressing which are out of my individual control , air pollution in particular
People to work with families, understand families needs and how much or how much time people can commit to supporting other family members whilst holding down a job
I'm doing it anyway. I reversed diabetes 3 years ago, coming off all drugs and with normal blood glucose. I did this in the face of criticism from diabetes nurses and practice nurses. Like many with type 2 diabetes, I have never seen the Dr who was prescribing drugs for me- he has only seen blood results and has no idea what my aims are for my disease
Offer different ways of accessing service and support. People have lives to lead and want to fit managing their health around that, by offering online access to services without the need to make phone calls and wait to be answered will allow individuals to make contact when they need to.
A cure for heart disease. Reduction in the hundreds of pounds a month I am forced to pay for medication.
Waiting lists are often long, it would be good if more services could be utilised through GP Surgeries.
I am happy as things are!
Bespoke individual services at a much reduced cost than an inpatient stay. The powers that hold local commissioners to account need to be made aware that for service delivery to facilitate changes / improvements can not always be evidenced in a 12 month financial saving.
Education in nutrition and lifestyle changes
Improve access and faster appointments times with my GP
Have a GP who cares who takes the time to listen and note your concerns - patients would rather see the practitioner nurse than Doctor as she has the time, listens and we get better results from her.

QUESTION 6

More self help tell people what they can do to help themselves
Engagement via social media and weekends
Better faster access to specialists
Services could be financed sufficiently to provide care for all from the cradle to to the grave. Community services are still Cinderella services and spread far to thin.
Well for a start waiting weeks and weeks for a GP appointment its ridiculous. Oh forgot there are none ring on the day you may get lucky otherwise tough luck!
Extended opening hours, easier access to appointments, range of staff to see.
A local gym that's cheaper than what is is now.
Weekend appointments Same day appointments More late evening appointments
I don't use any services at the moment
Talk to us the patient. Not using medical speak but talk with us in language we understand. Help us to help ourselves as much as possible.
Services need to be advertised better,self referrals made for advice,and assessment to escalate problems to g.p.or hospital,if found necessary.
Sorry, I have no friends/family to help so couldn't answer that question
Better access to services when needed, rather than long waits while conditions deteriorates.
Listening to the patient and have a compassionate understanding
Be more available when required.
More information and learning to help me manage my diabetes
Make it easier to make GP appointments, rather than having to spend half an hour when the practices open trying to get through on the phone

QUESTION 6

More funding for mental health services and the chronic fatigue service so there aren't such long waiting lists. It took months for me to be referred to the chronic fatigue service, and even then the help they offered was useful but minimal.

To be able to access an hepatologist not a gastroenterologist and not to keep having my appointment cancelled

give more information

Being able to access my GP when needed would be helpful.

Easier to get doctor appointments. Less time waiting at hospitals

more permanent doctors that get to know their patients instead of seeing locums all the time.

Na

There could be cheaper ways of doing things for example fresh fruit and veg cost more than takeaways - gym membership is expensive.

Better, faster access to mental health services - including access to counselling services

More hands on mental health services who have more time

have more empathy and use the skills they are provided and trained with to hear what the patients are telling them and have a more friendly approach towards their patients, as many GP, nurses and hospital staff have a bad attitude and are rude to many patients, which then makes patients feel uncomfortable.

## QUESTION 6

Better access to good quality physios for sports injuries. The NHS physios offer generic diagnosis and their treatment is much lower quality than private physios. I have been using a private physio after having stuck with NHS ones for a year or 2 with minimal improvement. The private physio's treatments have made a substantial difference in a few months but is expensive! A regular blood test/check up every few years for under 40s would be a good way to keep an eye on health indicators such as BSLs and blood pressure - especially for this like myself who have a family history of heart problems etc.
healthy diet regular exercise group activities which can be promoted in the community
easier to access GP appointments , shorter wait times for referrals
Easier access to appointments etc, quicker waiting times. And generally a change in attitude from a lot of clinicians. There is a general feeling that people are a 'burden' on the NHS. We seem to have forgotten the reason the NHS exists in the first place
Hire more gp's, everytime I go to the doctors there is at least on person complaining that they can't see a gp and cant get an appointment because they are all booked up for the next 4 weeks. Not everybody can make the drop in sessions in a morning at my gp surgery. Maybe provide different fitness groups each day of the week in local community halls or parks. With different classes made for different people, not only would people improve their physical health but also their mental health as exercise has proven to this. I would also help with loneliness
More targeted intervention at root causes Bringing together and social care.
Fund exercise classes for obese people together (it's no use offering us a place in a gym full of hostile twiglets - we need a peer group)
Be more accessible for people who are employed . Also a drastic cut down on individuals who claim free prescriptions and abuse this privelidgeprivelidge
Keep NHS control of services like active recovery increasing their skills instead of diluting the service by integrating with council services that are not at the same levels. If something's working try and expand it and make it work even better instead of thinking how can we spend less and yet still get the same results.
Combine health and social services budgets. Communicate between departments to be transparent.
Free access to a point until a goal is reached. More adverts in local paper/online to promote facilities that are available. Simple change for diabetes is a booklet what you can eat meals instead avoid these foods. Work with local gyms for reduced membership until a weight goal is met in line to a set period. Etc a point based system in which a volunteer based program gains points to use other facilities. Help on wards or care home, walks etc to be rewarded

QUESTION 6

with a health benefit. Most things are a cost that people can't afford to make health changes. I need to lose weight due to a liver problem. Things that slow down my progress is the cost of a gym, the energy to use my free time to go out and exercise and to battle with migraines as well which slow down my progress. Family member is recovering from mental health. But since she's been discharged from the crisis team there hasn't been much after care put in place to see if she is doing ok

Services closer to where I live

Beable to get a doc appointment for less than 3 weeks from time of phoning

Having GPs open at more accessible times and not having to wait a week for an appointment

As previously stated, staff who aren't underpaid and overworked with all their passion gone. Care about your staff. Patients are very much aware, and many will not seek help due to the problems going on within healthcare.

Proper support

Happy with current services

Booking a gp appointment

Councillng, more help with mental health, shorter waiting times. A care plan dedicated to what is best for my needs and not what is the cheapest thing for the NHS

To make you feel as if your taken seriously not walked out feeling fobbed off and go To feel stupid as tho iv bothered them

There should be a greater emphasis on prevention

I have anxiety & depression which is caused by infertility issues & a dependant alcoholic mother, I really think in these areas there needs to be more funding, more options, more support. For example, if you tick every other box for infertility funding then it is hugely dependant on where you live in the end & sometimes you might not be lucky enough to get that chance, even if you do get the funding it might only be for 1 IVF round where as some people

QUESTION 6

will get 2 or 3 chances. IVF should be the same for everyone if they match the criteria. Alcohol abuse, anxiety & depression also need more understanding and support for that person and the people around them.

I feel there needs to be more funding put into staff at GP surgeries to increase availability to getting appointments as this is an issue at a large amount of surgeries in Sheffield. I feel there is a need for more Mental Health services, more flexibility with support in this area and more early intervention and prevention of crisis with mental health, as I work in this sector I have noticed it often takes an individual to get to a point of Crisis with their mental health before they receive help they require, the waiting lists are presumably long and this can lead to many service users feeling worse than before, untrusting of the services and it also makes them feel hopeless as it takes a lot for some to ask for the help they deserve.

Easier access

Responsive and prompt at times of need and flexible appointments

Confidence the N.H.S. is properly looked after and properly funded.

I am currently in control of my health so don't have any real ideas or experiences of anything lacking.

More pre book appointments available with GP Better access to own care records such as online / on an app and interactive functions (like able to enter home monitored readings such as blood pressure) Self referral available to more services such as therapies

Nothing

None

Shorter wait times for mental health services

Regular check ups

More community support and investment in community health and social support

QUESTION 6

Access to mental health services, diet and physical activity, social care, rehabilitation
GP surgery should have a walk in service for serious cases as one has to wait ages for an appt. If they said the patents could walk in and be seen by a nurse same as walk in centre, if patient is really ill Nurse can get Doctor. Walk in Centre is much better than GPs surgery as you get to see medic quickly!
Easier gp appts To be able to use gps gym after working hours as it seems to only cater for unemployed people currently
A new body
Not much - they're pretty dam fantastic!
Easier to book an appointment at the GP for myself & my daughter
It would be great if there was easy access to having blood pressure taken and a quick triage service for little things that you don't want to take up a whole GP appointment for
Flexible out of work hours GP appointments. Not having to call at 9am, to get an appointment
Services should be adequately funded to enable the correct specialist advice and care to be provided. Reduced funding results in people being dealt with by other organisations (i.e. Police) who have limited resources for this work.
Crookes Practice - more appointments. The wait can be over a week and it's not possible to visit at 8am to book a same day appointment. No out of hours
More counsellors more readily available at GPs - amend waiting time 4-6 months which is detrimental to improving mental health
Services could be more available. At the moment services are overstretched. Motivation is key for people helping themselves - they need to know it will work.

QUESTION 6

Better access to GP through more available appointments, or nurse practitioner or chemist.
Listen to me as an individual..
A team of non-judgmental people to listen to my feelings
Do not smoke at all or drink. NHS is good if used right but it is not used right who drink and smoke
Should do health walks more
They need to advertise more what is out there for people sometimes no one seems to know what support is out there
Access/ knowledge around sports activities near to me and the means to access them (travel)
Better access to services all NHS services. Everything seems to be in short supply.
Quicker contact with relevant professionals when signposted to them, instead of having to wait months
Provide more follow ups from appointments
Continuing with being active
I don't think that they could improve on what they do now. BUT the GP could be more in contact with me eg by phone/leave voice message. Digital contact is no good for me as I don't use it!
This questionnaire is unethical. Why does question 5 not give a choice to 'agree or disagree' with the statements - it implies you agree with them - well I dont. why only ask us to rate how important the statements are? Because it is a misleading, already made a decision, piece of research.

QUESTION 6

More healthy eating and exercise in schools and universities
My GP was able to refer me to the Why Weight scheme, which improved my attitude towards eating healthy in a great work. The support of other members was also really helpful, as you know that there are other people in the same situation as you.
I feel the services do a great job for my situation and can't think how much more they could do
NHS, care services to ensure that information is readily available and easily accessible - signposting people to the right support services that will be able to take direct responsive action within NHS, care, voluntary and educational organisations.
More staffing of trained, skilled and empathetic workers, acknowledgement that environment and culture have a lot to do with health, moving away from weight as an indicator of health and less individual blame placed on patient
Broad Lane walk-in should have a speaker system and screen display to call patients. They should also turn that irritating radio off. Then people would actually be able to hear when it's their turn.
Faster access to GPs
Don't know
Community spaces creating interaction promoting well being
I am more than happy with the support that I receive - but maybe awareness raising may help others.
Need 24/7 care, rely on husband to plan/access care. How do you separate social care from Health Care?
Doctors need better training to help people with dementia and their families

QUESTION 6

Financial Support to help us to maintain our health and comfort.
1. You could try joining up NHS and social care services for starters, so that beds would be blocked by people needing care in the community but I don't see this happening in my life time as they are managed by different trusts and private sector so it's like Brexit! 2. We need more prevention, money should be given to support self help groups, particularly common complaints like diabetes and arthritis these should be accessible by public transport. 3. G.P. surgeries should have on site or easy access to physiotherapy, urology, social care, social prescribing and diabetic care, chiropody. 4. G.P. surgery should be accessible by public transport. G.Ps should be made to provide a service. 5. Urgent care must be accessible to all, not just those who live near G.P.s.
Your personal health records should be linked as close as possible between; Hospitals, G.P.s and Pharmacies to ensure they all understand your condition, progress and medication. Also that it is supplied to them all simultaneously so no mistakes occur. In my experience this doesn't happen.
Information that is easy to find and in a language that people understand. They must only go to A&E if its an emergency and it must be set at what emergency means. GP surgeries have nurse practitioners who can prescribe medication if needed, also chemist pharmacists.
Allow me the right to die when I wish to
Promote & do prevention more actively and collaboratively.
Be more deaf aware!Not all service is within easy reach for a deaf person. Would benefit moving forward with a mobile text service and not just a one way message text from the service - a deaf person will need a two way conversation just like voice calls.
Access to gender clinic
Shorter waiting lists. Easier access to GP.
Show people what can happen if you don't look after your self. Bringing people in with amputation from diabetes and damaged eyes
More keep fit classes available. Make swimming more affordable. Give help to the people on benefits to help join gyms
Ok

QUESTION 6

To be able to get appointments quicker, sometimes you just need reassurance but have to wait 3 weeks for a GP
Internet consultations make talking therapies more accessible
Better access to GP appointments
Quicker access to services provided though I appreciate demands
Access to be able to ask GPs/pharmacists questions online without having to make an appointment would be really useful.
Being able to make future appointments with a GP (can currently only ring on the morning for a same day appointment) - this often prevents me from making an appointment because of work commitments; GP taking a more holistic approach to health and actively listening; quicker referral to specialist care; better follow up from GP (if you don't chase the GP, you don't get a response).
To able to see a doctor when I am ill the health centre at this time is very poor
Active and continuous support and management of chronic health conditions. Long term therapies rather than 6 to 8 sessions maximum.
When seeing GP you are given time. Get help + advice you need
Ensure that patients don't have to wait for weeks to see a GP.
More time to talk about needs when I have to
Long term autism support. Currently in Sheffield as most other places the focus of adult support is mostly on diagnosis and not on long term support/follow up. In addition, having autism can currently exclude you from general mental health services (I have found) and therefore specialist help would benefit the autism community.
Speedier access to mental health services for family members

QUESTION 6

More online appointment bookings for GP's , Nurses and other Health workers !
More information available and support with the chronic condition I have
More availability of GP appointments.
Easier access to orthopaedic help for my arthritis.
Communicate with me understand where Im at
less compulsory annual reviews - allow me to ask for help when I need it.
Under current constraints NHS constantly overachieve
I want my GP to be more involved. Not just seeing us, treat and discharge. Refer us to a provider that can further help/support us when it is necessary or if they are not equipped to do so.
Easier GP consultation e.g. online
be joined up and use partner assets and skills effectively
Be more accessible for example moee drop in places where you can talk to a HCP like a local community centre or library.
GP services need to be more easily accesible, especially for people who have long working hours and commutes, so can't easily get to the GP. eg, phone call triage, video link consultations

QUESTION 6

more practitioners and GPs, more mental health servicers with out having to wait on a list. to be able to see a doctor on the same day I am ill. support workers for mental health.
More frequent checkups.
M.E service stop providing HARMFUL treatment such as CBT snd GET (look at latest research by M.E association!!!! Provide more help for people with BPD. More psychoeducational groups, thry are fab but need more!!!! 4 weks not enough to learn DBT skills on BPD STEP course
Extended hours at gp practices, weekend opening hours also, to enable people that work full time to access these services
Better online services. The ability to book anything online with my local GP's and the wider NHS is really unacceptable. Also, working across borders would be very useful. FOr example, I am at a GP's that is just in SHeffield, but work in the centre of Barnsley. Meaning Hospital wise, I'm always sent to the NGH or Hallamshire which is a good half day out fo work when I could just nip up to Barnsley General.
Easier access to health care professionals
Timely access to GP appointments. Adequate mental health treatment and support. Dramatic reduction in waiting times for specialist medical treatment. Much more funding for social care to stop hospital beds being clogged up by people who can't be discharged because basic care is unavailable. Reversal of NHS privatisation and funding cuts, so we have a properly funded service that will support everyone, instead of siphoning money off to wealthy businesses and counting on the terrible standard of service forcing those who can afford it to resort to paying for private health care.
Better specially services
Easier access to GP appointments. Being taken seriously On odd occasion I go.
Services should keep to appointment and give more support by giving lectures on healthy living, how to eat healthier providing more facilities for exercises etc

QUESTION 6

Be coordinated. Talk to one another. My community can support me ....if its a community nurse
preventative education. support and help to understand the need for action in partnership with professionals
We are listened to. But never any follow up. Initially support is available. In time have to search it out.
GP appointments available sooner. Quite often you find yourself with a reoccurring problem but needing to book and wait for appointments eg water infections.
Patients with serious diagnosis must be given at the onset or advised where to obtain all relevant assistance (ie care advice) (NHS or government grants or anything relevant to the illness) ie mobility problems - blue badge - DLA allowance and any other
Easier and quicker access to primary care
More care in the local community
More talking therapy available without a huge waiting list to combat anxiety and depression
To help with my mental health issues (General Anxiety Disorder) a shorter waiting time to see a counselor and longer time with the counselor than 6 weeks
No family to help - access to short term social care when needed. Nothing available at the moment. Recently has a viral infection which put me to bed for 5 days no help available.
Services that are timely and digital. Public health is better funded and seen as an important field in keeping people healthy - not just to stop smoking or losing weight
More awareness and more activities to stop isolation and loneliness. More information in GP or medical centres. Not everyone uses the internet.
Personal Health Budget
Training . On going support. In the home. Informal clinics

QUESTION 6

Swifter and more hassle free methods of access. Elimination of windows where it is time to call the surgery for an appointment only to find you cannot get through
My children have all used the local hospitals for different reasons I am eternally grateful to this service I totally support the NHS and could not ask for more being a fit and healthy family in my opinion.
Streamline appointments for checkups and reviews.
Refer as required GPS at Times delay far to long for referrals and then hospitals try blocking you by offering pain management instead of testing to stop further damage in many cases
Focus on providing MEDICAL / CLINICAL help when needed instead of spending so much time on social care - better organise appointments/checkups to reduce number of attendances at surgery. LISTEN to the patient as an individual rather than imposing topical ideas and treatment/ medication
easy access to early interventions to ease health issues when they are in the early stages rather than when things get worse.
Doctors surgeries running open surgery to ensure I can get an appointment when I need it, to keep me out of hospital. Locally run services such as drop in centres and workshops to bring people together and reduce loneliness and isolation. For myself, I need help getting out and about and to be able to meet people like minded and in the same position as me.
Have more local support groups or clinics
Gp appointments with 34 hours rather than 4 weeks !

QUESTION 6

Give more choice during a mental health crisis, instead of dictating what they want you to have or dismissing you completely when capacity is questioned. Taking control away can impact greatly on the crisis and cause greater distress.
More information from local services available. More GP/ PN availability to discuss disease prevention and health awareness
As a carer I need opportunity to have respite through local services
Mental health services need to be improved.
Offer more services
Better access to GP/healthcare practitioner
Foot me I want to stay with the same GP practice who diagnosed and have treated me for almost 9 years. Recent house move means I should register at another practice. WHY?
Phones lines at GPS have enough staff on them /able to get an appointment quickly not in 4 to 6 weeks
The government could prioritise spending and choose to provide more local and responsive services, more gps so they have more time for each consultation, less reliance on locums. Also some services seem to be more specialised and less wholistic which can pose problems. For example I attended minor injuries unit due to acute pain in my foot, thought I might have broken a bone. It wasn't broken it was a flare up of rheumatoid arthritis, because of this they couldn't help me
Happy with the service I get
They actually need to listen to you and be willing to work alongside you instead of think they are better than you and that their opinion is the only one that matters

QUESTION 6

More access to exercise that does not cost a fortune and is at times that would suit me
Information about healthy lifestyle choices. Easy and affordable access to things like cooking classes, exercise, counselling and mental health support
My children have all used our local hospitals for many different reasons - I am eternally grateful to this service. I totally support the NHS and couldn't ask for any more, being a fit and healthy family - in my opinion
Exercise, food, special things - good ingredients.
n/a
GP,s need to listen to you as you know your own body
Access to anxiety groups support groups for illnesses help with active weight loss not just leaflets real help
Don't need care at this moment in time
More general health checks from an earlier age would have been helpful. I would like to feel that my mental and emotional wellbeing ( because of health issues and medication) is also regularly checked
None that I can think of
Quicker and easier ways of seeing a gp
Education is important, but also follow ups. Don't just give them leaflets, you can arrange classes on healthy eating in communities and school, and also on cooking and eating on a lower budget. Follow up on the people who have asked for support.
Free exercise classes and weight control sessions. Not everyone can afford to go to a gym, swimming pool or to WW or something similar.

QUESTION 6

A consistency of care rather than having to chase
Tackle major problems (e.g. air pollution) at a policy level and support at community/individual level.
I work as a hospital chaplain and I feel that spiritual care in the community is poor, especially for end of life care, learning disability and in mental health support.
More Dr appts or contacts that are reachable
Try listening without preconceived perceptions
Better self services/drop in clinics able to manage requests for prescriptions
As far as this may be concerning for other individuals, for me I couldn't really comment on these services as do not need help with healthy eating or stopping smoking.
Make short interventions available quickly to me when a need is identified to stop the problem escalating into a bigger issue.
IM NOT SURE
Clear and accessible information as to what is available. Knowledge of where to get this, and simple access with reasonable waiting times
Not enough doctors. Travelling far to appointments

QUESTION 6

More support groups and access to Mindful Groups and other mental health supposed. Lots more awareness of the long-term effects of parental emotional and psychological abuse.
Better and more timely access to psychological support, especially at acute times of need such as bereavement, rather than reliance on charitable sources. A combined approach in terms of managing long term conditions: including up-to-date medical information, regular health checks, review of pharmaceutical options, local support self-help groups, and any other relevant support information such as dietary / lifestyle advice.
More time to listen from health professionals. Health services to work with local community
Full control over the resources I am entitled to. Services could stop trying to compartmentalise the way in which they think I want to get support...listen to me and act on what I say, trust me to make good safe decisions
Different ways of supporting people to keep healthy for example working with community partners . Less focus on the medical profession
Quick direct access to knowledgeable people first time - administrative systems that support the clinical services , rematches than hinder and complicate
I don't have specific complaints I just think the NHS are severely underfunded. Maybe provide better support to the staff that work in the NHS.
Go could listen to what I'm saying on the rare occasion I go. One is brilliant and really hears me. The senior gp seems to have decided it's trivial and in worthy of his time. It then takes me an age to research the most appropriate and cost effective treatment and 18months before I found a reliable diagnosis and avoidance strategies from ' woman's hour' this shouldn't be happening still. When put on a hospital waiting list automated text updating on my waiting time would be great. This would allow me to plan training for treks and volunteering duties.
Nutrition based classes
They could stop screening me for, advising me on things I might never suffer from and he there to treat me for the things I actually am ill with now!!
Already available. BUT I am worried about being taken ill outside this STH area. I would prefer more Joined-up 'National' services.
need one to one support. someone who understand me and how I want to do things.

QUESTION 6

More GPs more community care more social care
Fewer 'innovations' from Rdash. So poorly explained leading to gaps in care & anxiety. (No forward-loading of investment to allow changes to be explained > even worse handover than in 2011 from the 'specialists in transformation')
Have more time to take part in health activities.
24/7, 365 days offering of this information and community support , in both person and electronic. It's ok offering things but if it late Monday-Friday it's no good for the working people. 121 services are geared for people who do not work from deprived areas
Listen more rather than policies and procedures and filling in forms
Unable to get through to doctors by phone
I would love to learn more through my GP about local community services and relevant volunteering, but I'm aware they already have a large workload.
I can find information about healthy eating but perhaps there are some who would benefit from cooking classes and support which was not through weight watchers or similar. Could there be an NHS focus on food and cooking. Evenue a prescribed class?
Counselling during weight loss I associate weight loss with cancer , this is a big obstacle
Quicker access to mental health support. Access to hypnotherapy.
Peer support
To get doctors appointment easily
Faster access to G P services.
Be able to get to see a doctor early for an appointment

QUESTION 6

Listen to patients and not get fobbed off
Some health issues need more guidance and focused support to a specific patients needs. There is a great issue in that support isn't available to folk outside of 9am-5pm...if someone works and needs access to mental health support....it is only available during work hours....this in itself is counterproductive
n/a
Non urgent Out of hours GP and hospital services to enable people to balance work and home life
Make more use of nurse practitioners in GP practises. Further funding for gym partnerships to make affordable subscriptions for senior citizens on a minimum pension. When my husband has to stop work, I, like many others will no longer be able to afford the gym. Yet this has kept me in trim shape with no stations diabetic drugs or blood pressure medication.
To be a leader to get a timely appointment at my gp surgery. For my gp to take the effort to find out a out my condition. I have a rare kind of cancer a d following my discharge from the Christie hospital in Manchester I have received no help or support from my gp. Mainly due to her lack of knowledge. Services such as counselling, lymphedema care, wound care should be more easily available.
Greater emphasis on connecting community support. Using community assets to support wellbeing
Coproduce all new ways of working in order to have an holistic approach to care and treatment
cheaper Access to Gym & Weight management classes
Dr's appointment hard to get usually week after you need see Dr while ill not week 10day later this needs changing
Too much overlap between service roles and responsibilities creates confusion
better access to pain management
I think having a better view of healthy - it being mind and body rather than just the symptoms. That way it could talk about the noise from media around do this / don't do that

QUESTION 6

1. Greater integration between primary care, secondary care and social care, including data sharing by default 2. Inexpensive and direct access to qualified dietary advice in, say, supermarkets 3. Inexpensive, or better still free on prescription, access to swimming pools/gyms at times when "bodybuilders" are not allowed in (they can be intimidating to older, less fit people)

provide more information on choices

more information

To be able to see my GP without having to sometime over a week and that includes weekends

Listen to me and take on what I'm saying don't just tell me something they think is best

Better NHS funding, stop to privatisations

Easier access to assessments

I would like to feel more involved in decisions about my health and care - for decisions to include me and to have treatments explained to me. I can take better control of my health if I have all of the information.

More online information in an easy and accessible way

Easier appointment making and having one doctor who knows me.

GP's be more easily accessible for appointments

My daughter has mental health issues and has been seen by CAMHS for a number of years. The support is sporadic, untimely and clearly under resourced. As parents we often feel ill equipped, unsupported and often blamed. emntal Health issues are on the increase in young people, so much more support is needed if we are to improve the life chances of these indivudals

QUESTION 6

My health is being very well looked after by the nhs.
I think if a dietitian who solely went to schools and explained carbs/proteins/blood sugars and what can happen if these aren't considered would open a younger persons eyes to their own health. It would stop something for people before it got in to a pattern. I would offer a free text service that is widely known about as people with anxiety issues really struggle to speak their mind out loud. Charge for minor matters as this takes staff away from life saving times, I agree everyone deserves the benefit to our health care services but some people don't understand how important it is for A&E and how busy it can get with minor issues.
Easier online access to your NHS Health account. Enabling you to come away from GP/clinic appointments and review/understand the advice/diagnosis you have been given and understand where to go to for further valid information and support.
More money for autism
I would need there to be more communication between departments and the different people involved in my care to reduce the number of avoidable delays in recovering the treatment I need
Information, guidance, someone to listen..
I could purchase appropriate medical care which is better than the NHS provision and would be cheaper
Provide drop in services, make affordable exercise classes and facilities available
More available
At the moment I'm coping fairly well on my own.
Nothing, the care I currently get from my GP & family suits me
More information and access to updates on treatment options. More influence over how health and social care decisions are made
Talk to each other GPs consultants nurses community workers.

QUESTION 6

More availability, better responsiveness
Free health checks more regularly
Better communication of availability of advice and support experts local to me. Better linking up with gp practices
Easier access to GPs and to Mental Health Services.
Mental health services in Barnsley are diabolical, I have really struggled over the past 7 years and have had over 30 appointments cancelled due to staffing problems then discharged as I hadn't been seen, in need of trauma therapy, CBT, dbt and medications as GP will no longer deal with. Attempted suicide on a number of occasions. I didn't choose to have trauma and mental health conditions but I'm made to feel like a drain on society taking the piss and smackheads can be treated signed off work without hassle and I have to fight tooth and nail just to be taken seriously, they chose their so called illnesses yet they receive so much more support than I ever have, makes me sick
People need a key worker who can help them assess and access services and for it not to be just self help online. This is just confusing especially for older people.
More research into what causes chronic fatigue, what is different in the body/mitochondria. Better employment protection and recognition
Community health care facilities well resourced with community workers and infrastructure. It's false economy to cut and cut funds. It creates more expense in other areas.
More available choice appointments
work more closely with health organisations to ease the pressure, training and information would be welcome.
Longer GP appointments so there is time to discuss the way forward and to be treated an individual and not part of a process

QUESTION 6

Have more GPs so it is easier to get appointments
Offer more free healthy eating and exercise advice or classes. Change school meals and show parents how to eat healthier and cheaply
The facts where to go how to go about it
More appointments and no waiting weeks at gp surgery and when reviews are due and patient is housebound not to wait over 3mths and still waiting
Get ride of people who don't listen
clear common sense information, quick and easy access to expert advice - on line, phone, face to face.
Pain clinic
Regulate social care, keep patients informed , shorter waiting time for Hospital & G.P appointments.
Be more approachable
Better pay so not stressing
Get rid of red tape
Bring clinics locally. Too many people are put off by travelling to get help.
To be able to see my GP the day I am ill

## QUESTION 6

More access to specialist mental health services
Information and being able to ask for help rather than being persuaded I can make my own mind up
Flexible appointments eg evening and weekend appointments
Stop duplicating care and tests betwn gp and hospital. My main diabetes care is at Hosp. Yet my GP insist i have tests etc there in order to access my prescription insulin, despite my hosp doing the same just weeks before or after. Waste of their and my time , money and resources. I need Time....i have 3 jobs, kids and no help. I need my time off to be paid, i dont qualify for PIP, yet have 3 lobg term life long health conditions - i need all costs covered to enable me to have space to truly care for myself and take time out...or i cant afford foid, simple as that
Access to my medical records that are joined up between gp and hospital. More flexibility to get care from other places such as my local pharmacy
Easy access to guidance, support , links to local groups and activities. Support to feel a part of something bigger.
Proper physical examination instead of so much reliance on computers. Listening to what the patient is saying instead of concentrating on the screen.
Allow access to my medical records. Give rationale behind medical treatments and discuss alternatives. Offer support groups to those who want to make lifestyle changes but struggle.
IT-enabled communication with GP surgery professionals to seek advice/place requests etc that shouldn't need a GP appointment (I had to use a valuable GP appointment to request a follow-up cholesterol blood test - what a waste of an appointment. I asked if I could request by email, phone-back etc but this wasn't possible).
Nothing for me personally
Put a weight watchers wellness coach in key GP practices and encourage folk to use them they could be subsidised for those who have financial problems
Love street
group meetings to help promote issues
Advertise all available Services more so people have all the info to make more informed decisions.

QUESTION 6

Greater funding for local NHS to facilitate easier and speedier access
Na
Longer surgery hours,also chemists open at same time.
More availability of mental health services more specific to myself.
outreach flexible hours at gp be able to book apps in advance
Nothing personally
Better access to information but also being able to speak to health professionals when needed
Self referral to physio etc
Employers should have more training on acceptable workloads and reducing stress in the workplace
As a smoker I am reluctant to visit gp because there will be judgement and lectures
Education in maintaining health and one to one wellbeing advice. Through providing doctors/nurses/Heathcares with longer appointments this would allow them to be more effective in their work.
Be more available ie out of hours GP appointments
I do all I can, so I hope this means that the service has more resources for those who can't help themselves.
More access to specialist nutritional help and specialist exercise programmes for specific conditions. Recognition of 'alternative' therapies e.g. deep tissue massage.
Provide families with practical options for elderly relatives to have a quality life with dignity and not feel a burden.
7 day services Easy access to information and links to access support that is needed Low cost options

QUESTION 6

They could offer more appointments online
I admire all the help and education people try to offer but you can't make people listen or care.
Increase health education in schools to increase awareness of healthy lifestyle. Subsidise healthier food options and keep convenience foods as healthy as possible.
Maintain effective and efficient GP services
Longer opening hours for services e.g weekends and late openings , more information on different services available to me
I think this is more towards those who have an unhealthy lifestyle or weight issues which I do not.
More online support with 'chat' similar services out of regular work hours
Easier aCcess to specialist teams
Better appointment availability at my GP at a time that suits my family who are working people. I imagine the pressure of over prescribed surgeries is a large part of not being able to get an appointment for many. For my family, taking time off is not a viable option.
For someone to check if you are still alive .
Access to GPS when needed and cater for those who work and not at surgery everyday. Seems if unemployed you get preferential treatment . More people skills from GP staff who think they are the doctor
Personally, I'm quite happy with the way the local NHS trust takes care of my needs. I think everybody in the service works extremely hard.

QUESTION 6

Easier access to see a GP.
Access to professionals at different times. Not to have to return for review when my conditions are not going to change
One stop shop approaches ...eg Slimming World groups based at the hospital... Work in partnership to feed individuals into services . Advocate for alternative services. Adoption of a Social Model of Health..recognising housing ,employment, poverty ,deprivation and wealth etc have huge impact ...
Make prescriptions cheaper for students (im really poor and cant afford to get my inhalers etc so just end up not buying them)
N/a
I would like to see osteopaths integrated into the NHS.
Be more easily accessible in low cal areas
Good access to health information, mainly at my GP. My main problem is weight and a regular check at my GPs would be very good for my longer term health also access to keeping fit I need motivation or will not do
Easier access to healthcare including GP Easier access to alternative / complementary therapies Healthier environment
Quicker response to referrals and appointments
appointments that are not in the normal 8.30 to 6 range , you do feel punished for working as appointment are not always available
Fitness and health
Reflect working patterns
Better access to G.P appointments

QUESTION 6

At the moment I am fit and healthy and don't currently need any intervention
The ability of a walk in centre for out of hours help was a great benefit, but the Rotherham service has closed!
Easier accessibility in terms of contact with professionals. Chat rooms for example.
Nothing for me.
Ensure that everyone has the correct education towards health and taking care of yourself
GP appt times and longer hours for workers
easier and more services
Easier access to councillors for mental health.
More outlets of information. Easier places to speak to people
More preventative. RIO in Rotherham was a fantastic incentive which led to me losing 7 stone and having confidence to join a gym. Seeing people with physical impairments do it also spurred me on as I have none and they were inspiring
provide services out of the normal 9-5 hours so that I can access them as well as go to work
More doctors appointments available so that you can get in to see your GP straight away
make it easier to get a GP appointment.
Quit smoking, I've never actually chose to do this yet so I can't say whether this needs to be developed.

QUESTION 6

Healthy food knowledge and accessibility. Services could take a more personalised approach to individual needs.
More support
Unsure
N/A
Quit smoking & weight loss, I've never asked for help on these so I can't say what they could do differently.
Having initial assessments or initial consultations more quickly, to make sure people don't get disheartened. If there are waiting lists following initial appointments, keep people updated with waiting times o follow up. Also during any waiting time, giving people exercises they can do or changes they can make on their own so that they are already in a better frame of mind when they receive treatment.
More prevention work in GP surgeries More flexible GP appointments
Ability to maintain a fit and healthy lifestyle.
Communicate more with me and others, services to work together to provide a consistent and quality service. Make it easy for people to apply for help. ie; no complicated forms. information readily available.
Prescription charges and dental charges lowered.
I believe GP's and other health care professionals need to be a bit tougher with people that have illnesses that are some what self inflicted such as respiratory problems whilst smoking. More info needs to be discussed with the patient, outlining the real seriousness of what they are doing to their body and the potential complications.
I think I'm educated on the topic enough to know how to remain healthy as I've always been involved in sports. I think communities really need to get into schools to encourage this. Change 4 life was a great initiative at first but I never hear about it anymore, they've all seemed to disappear or drop off. I think having apps like Pharmacy2U and other ways of having prescriptions delivered is really great, especially for people like myself with mobility issues. It also means if you don't have regular GP appointments but have repeat prescriptions you don't have to request a script or book an appointment to get your repeat and waste an appointment someone else may need more.

QUESTION 6

There. Needs to be more ways to access services. Services. Need to be clear published. The time services are available needs to reflect the parts of the population they are there for. Use of technology needs to be maximised.

Actually provide some mental Health services Was recently under crisis home treatment team to be discharged with no service provision in place

More free time

Education

Be available when I need them. Have work support me to give me time. Be able to get healthy cheap fast food. Feel like I can take time to be the best me

More access to GP and relevant doctors at hospital

Childrens health services need help. I waited 2 years for an adhd diagnosis for my son after a battle of 9 years. And now it's another 12 months at least waiting list to discuss medication... no other options giving to us.

No idea.

Listen and not dismiss someone if their symptoms do not have an obvious cause.

Help with Mental Health more quickly and effectively

Listen more. Be available more easily

Probably get a bit fitter if I could.

Give you a choice of services to choose from.

QUESTION 6

More mental health workers and support to be available without unnecessary waiting times.

I know services are stretched but once again easier accessibility to talk and not be left too long without hearing anything after a consultation etc.

Be delivered in community settings as close to my home as possible

But the person at the centre, offer a holistic package of support

Better support for my teenage son's anxiety.

Give you more time when seeing your GP

Open access to services Dentist GP Appointments are not always available

Better access to mental health services. Better access to GP. Better communication between healthcare providers.

Hospital could stop keeping cancelling my appointments. The eye clinic service is atrocious since Barnsley won the contract

Organisations / Services working in partnership (true multi-disciplinary approach) instead of working in silos / independently of each other. Integration of systems so information held in one place.

Services to listen to patients and not just tick boxes for consultations and engagement

QUESTION 6

Accessibility could be improved

I would need to earn more money - as trying to stay fit and healthy costs more, gym membership, fresh fruit and veg etc....

Have more staff in place and greater access to appointments

Speak to each other

Information, choice and access

A central point for local information including community groups and support as well as NHS or council.

More local information about how to manage simple health conditions